

# NTS Incident Report - Page 1

Customer Name PON	Incident Number	CTL TT #	BATES Stamp	Remarks
Stanley Hoerr	24407, 24429		A00149,A00150	CTL Removed Bt Then Closed as No Trouble Found
Jason Cooper	24089		A00151	Two pairs running to house neither has a signal. OK at CD, CTL 2 days later CTL says signal good now to DEMAR CTL closed out as No Trouble Found
David Farmer	24186		A00152	No signal at NID. CTL Repaired, closed at NTF?
Ron Hindahl	25116		A00153	No DSL signal CTL repair say ok at DEMARC, now works fine – No Trouble Found
Randy Walls	24356		A00154	Open CKT , CKT not installed , CTL never installed loop, had assigned pair that was already working for telephone service. Took 3 days for CTL to resolve after missing due date.
Kimberly Mont	24545	0144173	A00155	No signal at NID, okay at co. CTL claims okay to DEMARC but the reworked the wiring to the NID and closed out as NTF
Anthony Conway	24730	1622322	A00156	Weak signal, NTS test with sunrise – CAP Bal failed at 90%. Called in repair tkt 1622322 CTL closed out as NTF but customer now has good signal
Jennifer Lambert	25124	8106462	A00157	No internet, no signal at NID. Contacted CTL and they claim CKT good to DEMARC- Vendor meet proved this was not the case, pair was not properly spliced at the pole.

## NTS Incident Report - Page 2

<b>Customer Name PON</b>	<b>Incident Number</b>	<b>CTL TT #</b>	<b>BATES Stamp</b>	<b>Remarks</b>
Steven Smith	26000	4275300	A00158	Poor weak Tone at NID-Nid has corrosion on all terminals-CTL closed out as good to the DEMARC, but we called in a NID Problem! Opened new ticket 4275300. CTL admits closing first ticket in error. Two days later CTL fixed problem. Customer was so upset they cancelled service.
Betsy Fannin	25418	8712217	A00159	Customer was down, CTL reported good to Dmarc, after vendor meet service was restored.
Roger Fardel	25679	9957650& 1119513	A00160	No sync at nid, CTL reports no trouble found, called in 2 <sup>nd</sup> TT
Julie Howard	25850	0600373	A00161	No sync, CTL reported good to Dmarc-Mod replaced at CO
Kami Lavalier	25616	4221678	A00162	No sync at nid-CTL reports good to the DMARC
Jack Rivera	25692	305191& 3065846	A00163	No dial tone-No CTL dispatched, call in 2 <sup>nd</sup> TT
Tim Stapletin	25660	1914423& 9526350	A00164	1 <sup>st</sup> TT-“PRIN Customer Term. 2 <sup>nd</sup> CTL Removed hornets nest
Stevens Auto Glass	25777	2703074	A00165	Took over 24 hours for CTL to dispatch –this was a business that was down
Jerome Klister	25163	6525027	A00166	Good to the DMARC-CTL resolved Problem resolved after vendor meet

**NTS Incident Report - Page 3**

<b>Customer Name PON</b>	<b>Incident Number</b>	<b>CTL TT #</b>	<b>BATES Stamp</b>	<b>Remarks</b>
Robin Lowe	24876	1458883	A00167	Will not tone out to CO. Repaired after vendor meet
Cathy Beers	34801	5808897 & 5413847	A00168	Good to the DMARC-CTL did not repair until after vendor meet
Michael Bremser	24749	6301180	A00169	Good to the DMARC-CTL installed loop at wrong house
Veronica Garrison	24456	4876823 closed out by CTL staff as NTF	. A00170	Found customer line working on CTL Modem. ID LYNX which is CTL
Daniel Nichols	24301,24713,24466 24563,24364	512469,5136612 5381046,9203877	A00171,A00172 A00173,A00174 A00175,A00176	Not working after vendor meets and condition line
Lloyd Brock 1st church of the Nazarene	20379,24502,24626		A00177,A00178 A00179,	Please see incidents
Cathy Homerin Artistic Flowers	24349,24375,24419 24420,24441		A00180,A00181 A00182,A00183 A00184	Please see incidents